

SHELBY COUNTY EMS CPR CENTER



POLICIES AND PROCEDURES MANUAL

Revised 02/13

Background: It is the purpose of this policies and procedure manual to outline the operation of the Shelby County EMS – CPR Training Center (SCEMS TC). It should be used as a guideline to assure a safe, efficient, and successful CPR Training Center.

QUALITY ASSURANCE

Quality programs are the priority of the SCEMS TC. Every effort will be made to provide safe, realistic and educational programs. Any suggestions or comments regarding the quality of a program should be directed to the TC representative.

QUALITY IMPROVEMENT:

Instructors will be monitored once during their two year certification. In addition, each Instructor will be required to take a written test as well as a skills test in each discipline they instruct for the Instructor Renewal. Any additional monitoring sessions may be conducted by the SCEMS TC. Training Center Faculty will monitor Instructors designated in their Training Center. Instructor evaluations will be forwarded to the Training Center Coordinator for retention. Training Sites will be monitored once per year by the TCC in accordance with the AHA Program Administration Manual. Training Sites should maintain copies of Training Records as well as forwarding duplicate records of all programs conducted. (Revised 2/13)

EQUIPMENT MAINTENANCE AND DECONTAMINATION:

Mannequin surfaces shall be cleaned between each participant use with alcohol on external parts. Avoid any contact if body fluids are present on the mannequin. The exterior mannequin is to be cleaned with warm, soapy water and brushes, followed by a rinse of fresh water following each course (Little Annie Mannequins). The exterior for the Prestan Mannequins should be cleaned with a warm soapy cloth, taking care not to damage the electronic function of the mannequin. The interior disposable lungs will be removed and new disposable lungs will be placed in all mannequins. Any damaged parts or parts that have been permanently stained by body fluids, chemicals, or other liquids shall be removed or replaced. If the mannequin has clothing, the clothing shall be periodically removed and washed. Always follow manufactures

recommendations. Any problems or questions about mannequins, equipment, etc. shall be directed to the TCC. (Revised 2/13)

MANAGEMENT OF TCF/ INSTRUCTOR UPDATES:

AHA updates and supplemental information will be provided to CPR Instructors affiliated with the SCEMS TC. The SCEMS TCC will provide updates for any recognized Training Sites. It will be the responsibility of the SCEMS TCC and the TC Faculty aligned with the Training Site to update their affiliated instructors. It is required that all Instructors register with the AHA Instructor Network (www.ahainstructornetwork.org) Instructors should use the AHA Instructor network when ever possible for needed materials and updates. (Revised 2/13)

TRAINING CENTER FEES:

There are no instructor fees associated with affiliating with the SCEMS TC. Instructor certification cards will be issued to SCEMS Personnel free of charge. All other Instructor's initial card will be included with the cost of the BLS Instructor Course. Upon renewal of Instructor status card cost will be \$5.00 for BLS and \$6.00 for ACLS and PALS. (Revised 2/13)

TEXTBOOK/ECC MATERIALS:

The SCEMS TC is not responsible for providing student or instructor manuals to affiliated instructors. Textbooks, as well as other ECC materials, should be purchased directly through an authorized AHA vendor. The SCEMS TC will maintain a supply of instructor “toolkits,” available to affiliated instructors for loan-out. Given the few kits we maintain and the large volume of instructors that we support, it is strongly recommended that you purchase one of your own. All Instructors are required per the AHA to have both the Course Manual and Instructor Manual. (Revised 2/13)

PARTICIPANT FEES:

Participant fees may be paid in the following manner: 1) money order, 2) cash, 3) check, 4) purchase order. Payment must accompany the course roster and related documents; checks are to be made payable to “**Shelby County EMS Training**”. The AHA or the SCEMS TCC does not set course fees for Instructors if the Instructor is teaching at his or her leisure. See the attached price list for current material fees and course cost for the SCEMS TC. (Revised 2/13)

PROVIDER CARDS:

No blank cards will be issued from the TC. Completed cards will be mailed to the course lead instructor within 10 days of receipt of a completed course roster and payment. NOTE: This time-frame is valid only if the course roster and supporting documents are complete and accurate. Any roster that is turned into the TCC

that is more than 10 days from the course date will not be accepted by the SCEMS TCC.

Any course lead instructor wishing to pick up the completed cards should let the TC know at the time the course roster is turned in.

The Lead Instructor or Assisting Instructor is required to have his or her name and Instructor number on each card. This will be done by the SCEMS TCC when the cards are printed.

It is the Lead Instructor's responsibility (or that of a designated Assisting Instructor) to ensure that the students receive their completed cards in a timely manner (within 20 days of the course completion).

The students' names must be typed or printed correctly and **legibly** on the roster. It is the Lead Instructor's responsibility to ensure the roster is thoroughly checked prior to sending it to the TCC.

There will be a replacement fee for any card misplaced/lost, damaged, and stolen, etc. Replacement cards will be issued at a cost of \$10.00 per card.

Provider cards are valid for two years. However, the SCEMS TC does encourage providers to review their skills annually to maintain effective skills in CPR, ACLS, or PALS.

Suggested date of renewal will reflect the month and year only, and it will be understood that the cards are valid through the last day of that month. (Revised 2/13)

STUDENT EVALUATIONS:

Students must complete a Course Evaluation Form after every course.

Evaluations must be sent to the TCC with every course roster. (Revised 2/13)

STUDENT WRITTEN TESTS:

If a course requires a written test (refer to the appropriate instructor's manual). Completed answer sheets **must** be graded and turned in to the SCEMS TCC after each course taught. It is always recommended that Instructor's make copies to retain for your own records. This includes pre-test answer sheets (if applicable).

Pre- and Post-tests and Annotated Answers will be given to the Instructor upon the Instructors Request. (BLS Instructor Only) ACLS and PALS Exams are retained by the SCEMS TCC and are only given to Course Directors. (Revised 2/13)

ROSTERS:

Blank rosters will initially be supplied by the SCEMS TCC. It is the lead instructor's responsibility to make and retain copies.

Rosters **must** either be printed legibly or typed. Rosters **must be completed** before SCEMS TCC will accept them.

Ensure the roster is signed and dated by the Lead Instructor or Course Director and reflects the date(s) of the course.

Instructors affiliating with the Shelby County EMS TC can teach for another Training Center. However, it is the instructor's responsibility to send a copy of the course roster to their primary TC, stating that it is for course credit only.

If an instructor from another training center assists with a course, the lead instructor or course director **MUST** verify the instructor is still current, with a valid instructor's card, and in good standing with their training center. Date of the instructor's expiration must be noted on the course faculty roster. (Revised 2/13)

STUDENT CERTIFICATIONS/RENEWAL:

Student cards are valid for two years. However, the student may participate in a renewal course at any time during that period.

There will be no grace period for expired provider cards. If a Provider or Instructor status has expired the TCC has the final authority to authorize an individual for renewal if the individual had circumstances beyond control for the cause of not Renewing before their expiration date. (Revised 2/13)

RATIO OF INSTRUCTOR AND MANIKIN TO STUDENTS:

It is imperative that you check the BLS Instructor's Manual to determine the ratio of instructor and mannequin to student participants. If a course is conducted with fewer instructors or mannequins than is required, documentation regarding how the course was taught and why it was considered effective must accompany the roster and will be subject to approval by the Shelby County TCC. Lead Instructors or Course Directors who violate this policy may lose their right to conduct or coordinate provider courses. Contact your SCEMS TCC if further explanation is required.

COMMON ERRORS:

Following is a list of the most common errors found when processing a course roster and participant cards, which will cause the roster to be returned incomplete to the instructor:

- student evaluations not included
- answer sheets for the written post-test not included
- names on rosters are illegible
- Location of course not identified on roster
- course Lead Instructor/Course director signature or date of course missing
- participant fees not included or not in the correct amount due
- completed cards not picked up (when requested) in a timely manner (one week)
- specific type of course (BLS courses - Heartsaver, Healthcare Provider, etc.) not correctly identified
- checks and money orders not made payable to “*Shelby County EMS Training*”
- multiple courses listed on one roster
- exceeded the allowable ratio of instructor and mannequin to course participants, and documentation regarding how the course was taught and why it was considered effective was not included

EQUIPMENT:

Equipment may be rented from the TC for the designated fee, although Instructors aligned with the SCEMS TC can borrow the equipment as long as the equipment is taken care of and decontaminated before returning to the SCEMS TC.

Equipment must be reserved in advance. If possible give two weeks notice.

Equipment borrowed from the TC is the responsibility of the individual borrowing the equipment. If the equipment is lost or damaged beyond reasonable repair, the borrower will be responsible for the replacement cost plus 20%. (Revised 2/13)

INSTRUCTOR CARDS:

When all requirements have been met for instructor status, an instructor card will be issued to you. Instructors wishing to renew their Instructor status during the certification period (2 years) are required to (1) Successfully be the Lead or Assisting Instructor for 4 provider courses for each discipline of instruction, (2) successfully pass the written exam in each discipline of instruction, (3) successfully pass the skills test in each discipline of instruction. An Instructor is not required to have a separate provider card, and will not be issued one unless otherwise requested. We know that some employers require both a Provider card and Instructor card. Exceptions to this will be made on a case-by-case basis.

The Shelby County EMS TCC will issue instructor cards for those with primary affiliation with our TC. Instructors who have secondary affiliation with our TC will obtain their instructors card from their primary TC

Instructor cards are valid for two years.

There is no charge to issue an instructor card for employees of the SCEMS TC. The initial Instructor card is included with each Instructor Course discipline. After your initial 2 year renewal there will be a card cost as mentioned earlier in the policies. However, if an instructor card is misplaced, lost, damaged, stolen, etc., the TC may assess a charge of (\$10) for replacement. (Revised 2/13)

NEW INSTRUCTOR - INITIAL CERTIFICATION:

A new instructor affiliating with the TC must provide proof of successful completion of an instructors course; i.e., a copy of the course student roster or certificate issued by Lead instructor or Course director.

The new instructor will not receive their initial instructor card until he/she has taught in a provider course and been monitored by a Training Center Faculty (TCF) or Regional Faculty (RF) member. Proof of such (roster and monitor form) must be received by the SCEMS TCC prior to issuance of the initial instructor card.

After successful completion of the Instructor's Course, the new instructor must:

- be monitored by a TCF or RF member while teaching their first course
- provide the TC with the course roster and monitor form from that first course

INSTRUCTOR RENEWAL:

Instructors who wish to renew must meet the following requirements:

- *Teaching* - The instructor must teach at a minimum of four (4) courses within their 2-year certification period, Lead or Assisting Instructor in each discipline of Instruction.
- *Monitoring* - The instructor must be monitored while teaching at least once within the 2-year certification period in each discipline of Instruction.
- *Test* – Instructor's must take the written and skills test within their 2-year period in each discipline of Instruction.

If an instructor's certification expires, he/she must successfully complete an instructor's course to regain instructor status. It is imperative that the instructor and the Shelby County EMS TCC work together at least six months from expiration to ensure all renewal requirements are satisfied. It is solely up to the Instructor to keep their Provider and Instructor cards renewed.

MONITOR FORMS:

All instructors are required to be monitored at least once within their 2-year certification period by a TCF or RF member. It is the Instructors responsibility to know if and when you need they need to be monitored.

REQUIREMENTS FOR TRAINING CENTER FACULTY:

In order to promote quality leadership within Shelby County EMS Training Center, the TCC will need to retain quality TCF. It will be the responsibility of TCF to educate, guide and be the education leadership within the SCEMS TC.

To become a TCF:

- Must be a Regional Faculty Member or
- An active instructor for two years. Meaning you have taught at least 8 classes in the discipline you wish to be TCF.
- For ACLS and PALS you must meet the requirements for Course Director.
 - Active instructor teaching at least 8 courses in the last two years.
 - Willingness to attend orientation and/or Regional Updates.
 - Positive evaluations on 90% of the courses.
 - Monitored by a TCF.
- Must teach at least one instructor course every two years.
- Must meet and adhere to all requirements and guidelines set forth in the Program Administration Manual.
- The TCC reserves the right to remove an individual from the status of TCF.

Training Specific Requirements:

- Must monitor at least 5 instructors every year. Proper paperwork must be submitted for credit.
- Must be willing to mentor new instructors, in order to maintain a high quality of education.
- Must be willing to serve, in the Training Center, and assist with administrative issues as needed.
- It is the SCEMS TCC's responsibility and discretion to approve TCF members.

DISPUTE RESOLUTION POLICY:

All disputes regarding any staff of Training Centers, CPR or First Aid Courses, or other issues shall be brought forward in the following manner.

- All issues that a student or fellow instructor may have with any Instructor shall first be taken to the instructor themselves. If the issue cannot be

resolved between the two parties, a meeting between the parties involved, the TCF, and the TCC shall be arranged.

- If the issue is not resolved, a non-biased RF will be requested to help evaluate the situation. If this does not resolve the problem, the Regional Manager for KY will be contacted for help with the issue.
- If the issue regards the science behind AHA standards that is not resolved by the Instructor, the person(s) questioning the science shall first be referred to the AHA website for additional research information, followed by giving the person(s) contact numbers for the AHA National Office to help solve the issue.
- Disputes are not to be handled during class time! All issues that are brought forward during class should be politely stopped and answered during class breaks and after class if the issue cannot be resolved immediately.
- Any complaint that is brought to the SCEMS TC must be documented on file no more than 24 hours after receiving the complaint.

DISCIPLINARY ACTIONS:

All disciplinary action will be handled by the TCC. All actions requiring disciplinary actions will be handled on a case-by-case basis. However, a standard schedule of how the disciplinary action's is as follows:

- A first complaint will result in a verbal warning to the Instructor if deemed necessary by the TCC and the TCF of that discipline.
- A second complaint within a 12 month period will result in a written warning to the Instructor's file and evaluations by the TCF & TCC for upcoming courses of that Instructor.
- A third complaint will result in a letter to the State ECC Manager and removal of the Instructor from active status with the SCEMS TC.

Any time a disciplinary action is required, documentation is required to be on file no more than 24 hours following the action